



Click & Drop –
How to add customs information
when applying postage

How to add customs information

Select one or more of your orders and select 'Apply postage'. Choose your weight, package size, and service as usual.

For further assistance on this part of order processing, please see our [How to manually create an order](#) guide on our [Click & Drop – Creating, processing and viewing your orders](#) help page.

The screenshot shows the 'Orders' interface. At the top, there are buttons for 'Create order', 'Batch history', and 'Manifests'. Below this, a header bar displays '1010', a date '07/01/2019 14:32', 'Your Customer' information, '1234500', 'USA - Mainland', and '£0.00'. A blue banner states: 'This order is going to USA - Mainland (1234500 New York). Change region'. Below this, the instruction 'Step 1. Enter the weight and choose the correct package size' is shown. The 'Weight' section has a text input with '1.8' and radio buttons for 'grams' (selected) and 'kilograms'. The 'Package size' section offers four options: 'Letter' (Max weight: 100g, Max length: 22.5cm, Max width: 14.5cm, Max depth: 0.5cm), 'Large letter' (Max weight: 750g, Max length: 38.1cm, Max width: 30.5cm, Max depth: 2cm), 'Parcel' (Max weight: 2kg / 5kg, No one side can be longer than 60cm and the length, width and depth shouldn't add up to more than 90cm, *some services support up to 5kg), and 'Documents' (Max weight: 5kg, Please note that this format is for Unpersonalised Printed Papers only).

If one or more of the orders you have selected is going to a destination where international customs documentation is required, and you have not already provided the required customs information, you will be presented with Step 4. Review / edit package contents:

The screenshot shows the 'Step 4. Review / edit package contents' interface. A blue banner at the top contains a warning: 'Details of the goods you're sending are required by customs for items being sent to some countries. The information you provide here will be used to populate your customs declaration documents for you, and will be provided to the customs authorities as necessary to allow this package to be accepted in to the international mail network. It is your responsibility to ensure that the information you provide is accurate. For help on classifying your goods, please visit www.gov.uk/trade-tariff'. Below this, a checkbox 'Update existing products where a product identifier (SKU) has been provided' is checked. A section titled 'Required Package contents for order 1010' contains a table with columns: 'Search for a product', 'Product name', 'Product identifier (SKU)', 'Customs description', 'Customs code', 'Country of origin', 'Quantity', 'Unit weight', 'Total weight', 'Unit price', and 'Total price'. The table is currently empty. A red box highlights the 'Search for a product' field. An 'Add another item' button is at the bottom right.

At this point, there are two options:

1. Enter your customs information manually.
2. Enter details for a product that already exists in Click & Drop.

To do so, begin typing the product name or SKU in the 'Search for a product field'. Select your product from the list, and all information will automatically be entered into the correct fields.

This screenshot is a zoomed-in view of the 'Step 4. Review / edit package contents' interface. The title 'Step 4. Review / edit package contents' is at the top. The warning banner is present. The section 'Required Package contents for order 1013 / 600-82305' is shown. The table has the same columns as the previous screenshot. A red box highlights the 'Search for a product' field, which contains the text '1002'. Below this, a dropdown menu is open, showing the selected item: 'Red T-Shirt / 1002'. The 'Product name' field is now populated with 'Optional'. The 'Quantity' field is '1', and the 'Unit weight' field is 'g'. The 'Total weight' field is '0g'.

For more information, see: [Adding customs information to your products](#)

Please note if you have changed any of the information for your existing products, for example you have updated the price, please ensure you have checked the 'Overwrite existing product data' box, which can be found at the bottom of the page. We recommend this setting as it allows you to keep your products up to date.

When you have added all the required customs information, you can click the 'Add another item' button to add one or more items to your order.

If you do not wish to add any more items to your order, click the 'Apply', or 'Apply and generate label's buttons to continue your order processing.

Step 4. Review / edit package contents

Details of the goods you're sending are required by customs for items being sent to some countries. The information you provide here will be used to populate your customs declaration documents for you, and will be provided to the customs authorities as necessary to allow this package to be accepted in to the international mail network. It is your responsibility to ensure that the information you provide is accurate. For help on classifying your goods, please visit www.gov.uk/trade-tariff.

Returned Package contents for order 1013 / 600-82395

Search for a product	Product name Red T-Shirt	Product identifier (SKU) 1002
Customs description * Nylon T-Shirt	Customs code * 68696869	Country of origin * United Kingdom
Quantity * 1	Unit weight * 500g	Total weight 500g
	Unit price * £8.59	Total price £8.59

Add another item

Step 5. Confirm and submit

Department
Please select a department

Planned despatch date

Please ensure there are no prohibited or restricted goods in the package.
Please read about our [prohibited and restricted goods](#).

Tracking numbers will only show in Track & Trace once your post has arrived at a depot.
Delivery confirmation numbers will only show once your post has arrived at its destination.

Cancel

☒ Overwrite existing product data ☐ Save this service to your favourites

Please read our [Terms & Conditions](#) before continuing

Apply Apply & generate labels

How to add the same package contents to multiple orders

There may be times when you are sending the same product to multiple customers. If you want to apply the package contents to more than one order, select all of your orders within Click and drop and Click 'Apply postage'.

After selecting your weight and package type, fill your customs information into step 4 as shown below:

Step 4. Review / edit package contents

Details of the goods you're sending are required by customs for items being sent to some countries. The information you provide here will be used to populate your customs declaration documents for you, and will be provided to the customs authorities as necessary to allow this package to be accepted in to the international mail network. It is your responsibility to ensure that the information you provide is accurate. For help on classifying your goods, please visit www.gov.uk/trade-tariff.

Required Package contents for order 1017 / ORDER1

COPY CLOSE

Search for a product	Product name Blue T-Shirt	Product identifier (SKU) Blue T-Shirt
Customs description * Cotton T shirt	Customs code * 12345678	Country of origin * United Kingdom
Quantity * 1	Unit weight * 500g	Total weight 500g
	Unit price * £8.99	Total price £8.99

Add another item

Required Package contents for order 1018 / ORDER2

EDIT

Red T-Shirt Red T-Shirt	Cotton T shirt 12345678	1 x 500g = 500g	1 x £7.99 = £7.99
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Click the 'Copy' button, and a menu will appear asking you to choose from the following options:

Copy package contents to all orders: This will copy the details you have entered to all orders on the page. Please note that this will overwrite any existing data.

Copy package contents to orders with incomplete customs information: This will copy the details you have entered to all orders on the page that do not have all of the required customs information filled in. Please note that this will overwrite any existing data.

The screenshot shows a web interface for customs declarations. At the top, a blue banner contains a warning: "I be used to populate your customs declaration documents for you, and will be provided to the customs authorities as you provide is accurate. For help on classifying your goods, please visit www.gov.uk/trade-tariff." Below this is a table with columns for 'Product id' and 'Country of'. The table contains one row with 'Unit price * £8.99' and 'Total price £8.99'. To the right of the table is a 'COPY' button with a copy icon. A dropdown menu is open, showing two options: 'Copy package contents to all orders' and 'Copy package contents to orders with incomplete customs information'. The second option is highlighted with a red box. Below the table is an 'Add another item' button. At the bottom right is an 'EDIT' button with a pencil icon. At the bottom of the table, there is a summary: '1 x 500g = 500g' and '1 x £7.99 = £7.99'.

Select the appropriate option, and you will be presented with another window which will show the package contents information you have entered, and which of your orders will be updated.

The screenshot shows a dialog box titled 'Copy package contents to orders with incomplete customs information'. It has a red header bar with a close button. Below the header is a blue banner with a warning icon and text: 'WARNING: 1 order will be updated, this action cannot be undone.' Below the warning is a table with columns for 'Product id', 'Country of', and 'Quantity'. The table contains one row with 'Blue T Shirt', 'Cotton T shirt', 'United Kingdom', and '1 x 500g = 500g'. Below the table is a section titled 'The package contents for the following order will be replaced:' with a blue link 'Order 1018 / ORDER2'. At the bottom left is a 'Cancel' button with a red 'x' icon. At the bottom right is an 'Update orders' button.

Click the 'Update orders' button to continue, or the 'Cancel' button to go back.

Once you are happy with your order package contents, you will be able to finish applying your postage and then generate your labels as usual.